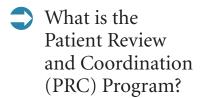
The Pharmacy

Washington State Department of Social & Health Services

Patient Review and Coordination Program

Health & Recovery Services



The PRC (formerly Patient Review and Restriction) Program may assign clients to a primary care provider (PCP), pharmacy, controlled substances prescriber, hospital, or other provider for at least two years.

- The PRC Program focuses on the health and safety of the client.
- It is a requirement of all Medicaid programs to control overutilization and inappropriate use of medical services of clients.
- The Washington Administrative Code (WAC) covering PRC is 388-501-0135 and can be found at http://apps.leg.wa.gov/wac/.
- Clients who have been in the PRC Program have shown a 33% decrease in emergency room use, a 37% decrease in physician visits, and a 24% decrease in the number of prescriptions.
- How will I know if a client is in the program?

The assigned providers will receive a copy of the client's letter. You can check:

- The client's medical ID Card has an "X" in the Restriction column.
- The words "Client on Review" are printed on the card.
- The Medical Eligibility Verification (MEV) system shows the client's assigned providers.
- WAMedWeb checks eligibility and includes the client's assigned providers. To find out more about this service, go to: https://wamedweb.acs-inc.com/wa/general/home.do
- Coordinate care with the PCP.
- Manage the client's prescriptions.
- Never accept cash for covered prescriptions from clients.
- Educate the client on the appropriate use of medications.
- Alert the client's PCP, narcotic prescriber or PRC staff of misuse or potential problems with the client's prescriptions.

Do I only fill prescriptions from assigned providers?

No, you may fill prescriptions from all providers.

The Pharmacy

Patient Review and Coordination Program

- What happens if non-assigned pharmacy?
- a client goes to a
- What happens if a client needs an emergency fill at a non-assigned pharmacy?
- What if I need to end my participation with an assigned client?
- Is billing the same for PRC clients?
- How do I contact PRC?

The Point of Sale (POS) system will reject the claim.

- Prescriptions can't be overridden in the POS system by a non-assigned pharmacy.
- The client should be referred back to the assigned pharmacy.
- Pharmacists may, at their discretion, fill all medications except scheduled drugs. Scheduled drugs require verification of medical necessity with the prescriber.
- All HRSA pharmacy policies remain in effect.
- You must call the PRC referral line the next business day to request an override.
- You can end your participation with your assigned PRC client at any
- You must give your PRC client a 30-day written notice.
- You must notify us so we can help the client find another pharmacy.

Yes. See http://maa.dshs.wa.gov/BI.html for billing instructions.

Patient Review and Coordination Program

PO Box 45532

Olympia, Washington 98504-5532

Phone: 1-800-562-3022, ext. 51780 or (360) 725-1780

(Monday - Friday, 8 a.m. - 5 p.m.)

FAX: 360-725-1969

http://maa.dshs.wa.gov/PRR